

[Company Name]
[Department Name]
[Address Line 1]
[Address Line 2]
[Date]

[Customer Name]
[Customer Address Line 1]
[Customer Address Line 2]

Subject: Acknowledgment of Identity Theft Claim - Case #[Reference Number]

Dear [Customer Name],

This letter is to confirm that we have received your formal claim regarding suspected identity theft involving your account(s) ending in [Last 4 Digits of Account Number].

We take matters of security and fraud very seriously. We have initiated a formal investigation into the transactions and activities you identified as unauthorized. During this process, we may place a temporary hold on your account to prevent further unauthorized activity.

Next Steps:

- Our investigation typically takes [Number] business days to complete.
- We may contact you if additional documentation is required, such as a copy of a police report or an Identity Theft Affidavit.
- Once the investigation is finalized, we will notify you in writing of the outcome and any corrective actions taken.

If you have any further information to provide or have questions regarding your case, please contact our Fraud Department at [Phone Number] or via email at [Email Address]. Please reference your case number: [Reference Number].

Thank you for your patience and cooperation as we resolve this matter.

Sincerely,

[Name/Signature]
[Title]
[Company Name]